

PTO/SB/08A

INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number		10/002,771			
				Filing Date		November 2, 2001			
				First Named Inventor		Toshio UENO			
				Group Art Unit		2165			
				Examiner Name		Thuy N. Pardo			
Sheet	1	of	1	Attorney Docket Number		01707/LH			
U.S. PATENT DOCUMENTS									
Exam. Initia ¹	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant		Publication Date MM-DD-YYYY	Relevant Portion		
TP		5,197,005	A	SHWARTZ et al		03-23-1993			
TP		5,446,883	A	KIRKBRIDE et al		08-29-1995			
TP		5,964,891	A	CASWELL et al		10-12-1999			
TP		6,467,088	B1	ALSAFADI et al		10-15-2002			
TP		6,766,320	B1	WANG et al		07-20-2004			
TP		2001/0013063	A1	HALL et al		08-09-2001			
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Exam Initia	Cite No ¹	Office ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant		Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
TP		WO	01/02954	A1	KONINKLIJKE PHILIPS ELECTRONICS		01-11-2001		
TP		DE	101 05 532	A1	HEWLETT-PACKARD CO.		08-09-2001		
Examiner Signature		<i>Thuy Pardo</i>				Date Considered	8/31/05		

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO

Application Number

10/002,771

Filing Date

November 2, 2001

First Named Inventor

Toshio UENO

Group Art Unit

2175
2165

Examiner Name

Thuy N. Pardo

Attorney Docket Number

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Exam. Inits ¹	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
TP		2002/0156692	A1	SQUEGLIA et al	10-24-2002	

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Exam Inits ¹	Cite No ¹	Offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶

Examiner Signature

Thuy Pardo

Date Considered

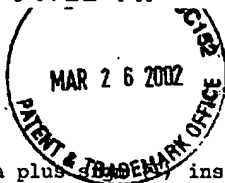
10/31/05

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				Group Art Unit		2175	
				Examiner Name		Judy Pardo	
Sheet	1	of	2	Attorney Docket Number		01707/LH	
						APR 24 2002	

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Exam Initials	Cite No.	Offic	Document Number ¹	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T
TP		JP	8-44700	A	FUJITSU LTD.	02-16-1996		*
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*English language Abstract only								
Examiner Signature				Date Considered		6/21/07		

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Sheet	2	of	2	Attorney Docket Number		01707/LH	
OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS							
Examiner Initials ¹	Citation No. ¹	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published					T ²
TP		U.S. Serial No. 10/002,740, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM FOR RANK ASSIGNMENT, inventor: Toshio UENO					
TP		U.S. Serial No. 10/002,742, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR COMPLAINT REPORT ISSUE, inventor: Toshio UENO					
TP		U.S. Serial No. 10/002,743, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO					
TP		U.S. Serial No. 10/002,744, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO					
TP		U.S. Serial No. 10/002,745, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO					
TP		U.S. Serial No. 10/002,772, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR COPING WITH THE CHANGES IN HARDWARE, inventor: Toshio UENO					
Examiner Signature					Date Considered		6/21/02

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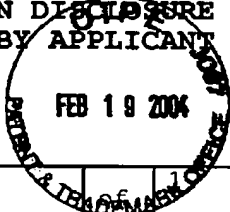
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		Group Art Unit	2175
		Examiner Name	Not Yet Assigned THUY PARDO
Sheet	1	Attorney Docket Number	01707/LH

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H		EP	1 182 857	A2	Hitachi, Ltd.	02-27-2002		

Examiner Signature		Date Considered	6/21/04
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